

MATTISHALL & LENWADE SURGERIES

Patient Engagement
Evening

INTRODUCTION

There is evidence of a medical family doctor in Mattishall since the 1770s when Dr Robert Thorne is described in Parson Woodforde's Diaries.

The current surgery was built in 1965 and was the first purpose built surgery in Norfolk.

The NHS and healthcare has changed exponentially over the last 50 years and we have had to change with it. There is an ever increasing demand for services, but not an infinite budget to go with this. The Covid pandemic has brought its own challenges and has exposed a service that perhaps is no longer fit for purpose.

AIMS

- Inform you our patient population of what is going on behind the scenes at the surgery and the local healthcare landscape.
 - Keep you up to date of changes.
 - Discuss CQC.
- Increase awareness of the challenges we face and a look to the future.

PARTNERS



**DR JOHANNA
FITZGERALD**



**DR OKECHUKWU
CHUKWUNWIKE**



**DR SOULESHA
MAUNKEE**

OUR TEAM

3 Partners
4 Salaried Doctors
2 Advanced Nurse Practitioners
3 Nurses
2 Health Care Assistants
1 Phlebotomist

CLINICAL

Practice Manager
Finance Manager
Clinical and Systems Manager
Patient Services and HR Manager
Dispensary/Pharmacy Manager

MANAGERS

Receptionists
Secretaries
Administrators
Prescription Clerks

RECEPTION/ADMIN

Pharmacist
Dispensers
Counter assistants
Delivery Driver

PHARMACY/DISPENSARY

NORFOLK INTEGRATED CARE BOARD (ICB)

MID NORFOLK PRIMARY CARE NETWORK (PCN)

Mattishall

Elmham

Toftwood

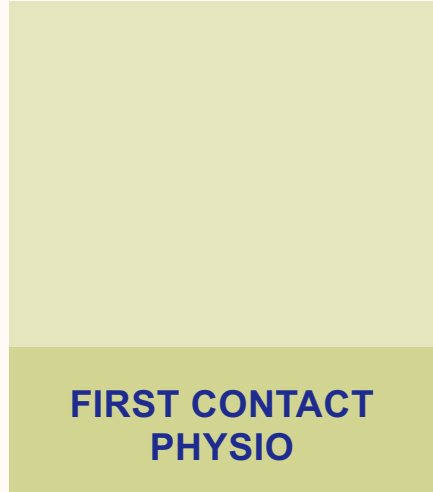
Shipdham

Orchard

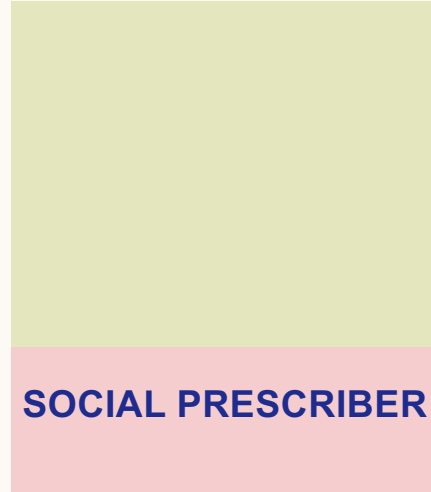
Theatre Royal

ARRS

ADDITIONAL ROLES REIMBURSEMENT SCHEME



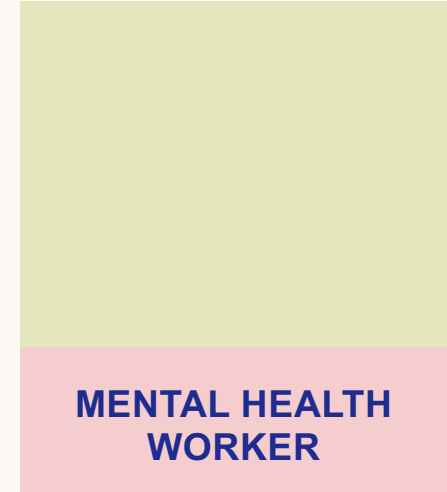
**FIRST CONTACT
PHYSIO**



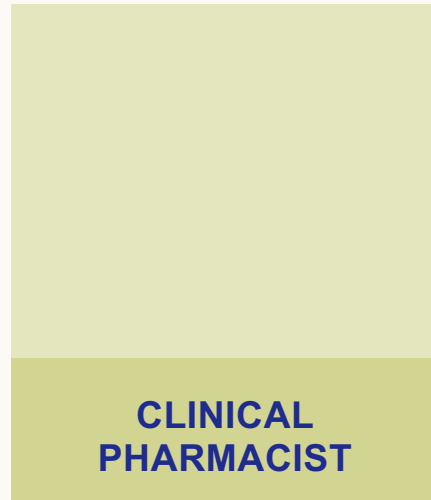
SOCIAL PRESCRIBER



**HEALTH &
WELLBEING COACH**



**MENTAL HEALTH
WORKER**



**CLINICAL
PHARMACIST**



CARE CO-ORDINATOR

FUNDING

GMS Contract £102.78 per patient per year

Additional £7.46 per patient to provide extended hours

Incentive Schemes:

QOF / IIF / Local Enhanced Services / Direct Enhanced Services

Dispensing

POPULATION

8,700 patients

1,926 >70yrs
(22%)

654 Diabetics
1018 Pre-diabetics

826 Asthmatics

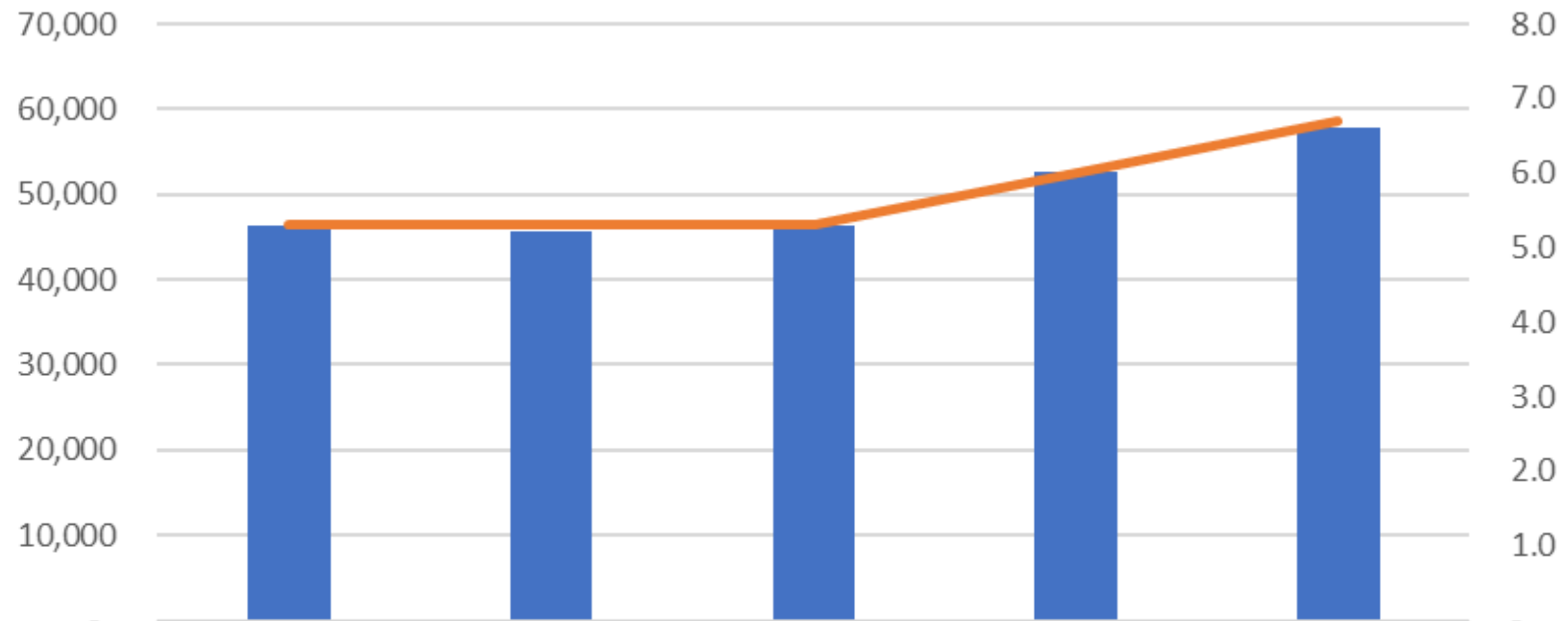
855 blood tests
March 2023

1082
Hypertension

MONTHLY DEMAND

	Mar-19	Mar-23	Change
Inbound calls	7,202	12,071	4,869
Patients	8,587	8,692	105
Calls per patient	0.84	1.39	0.55

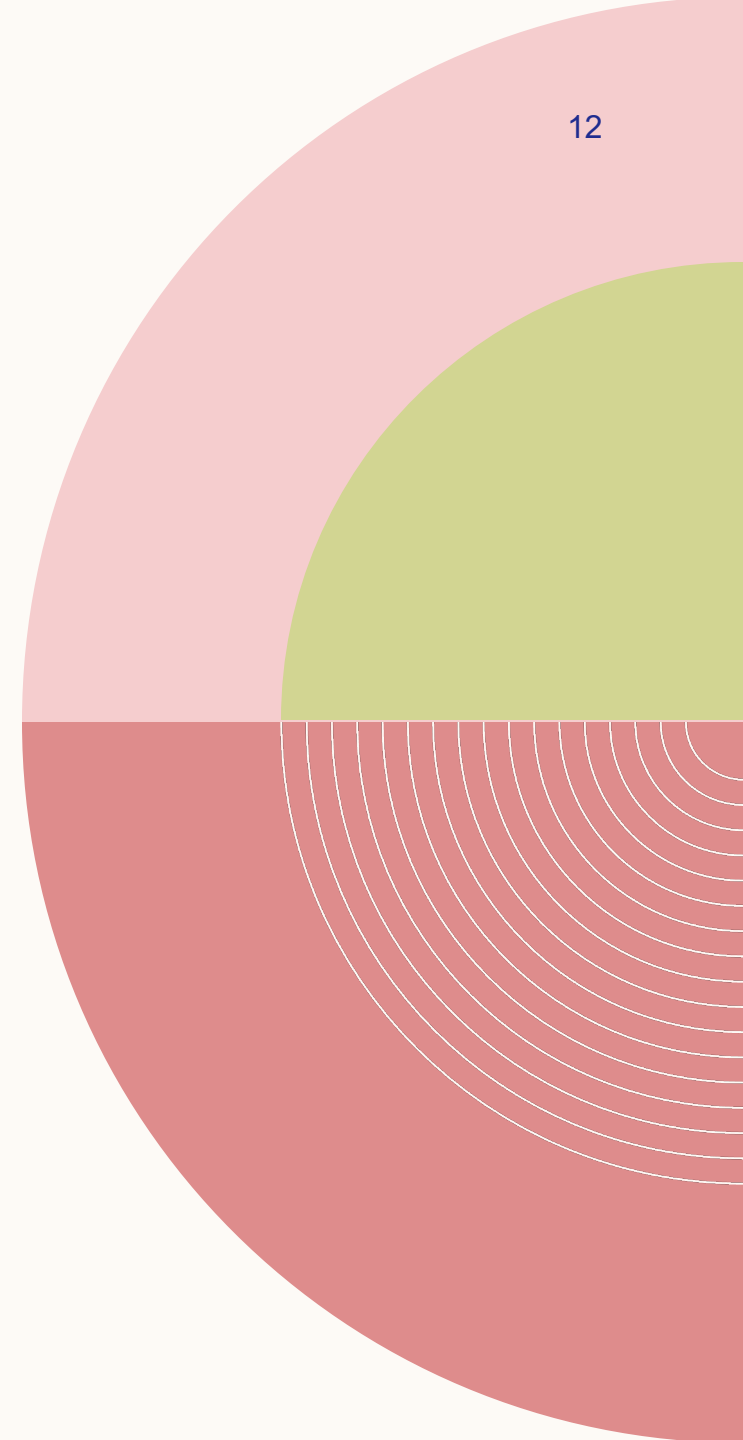
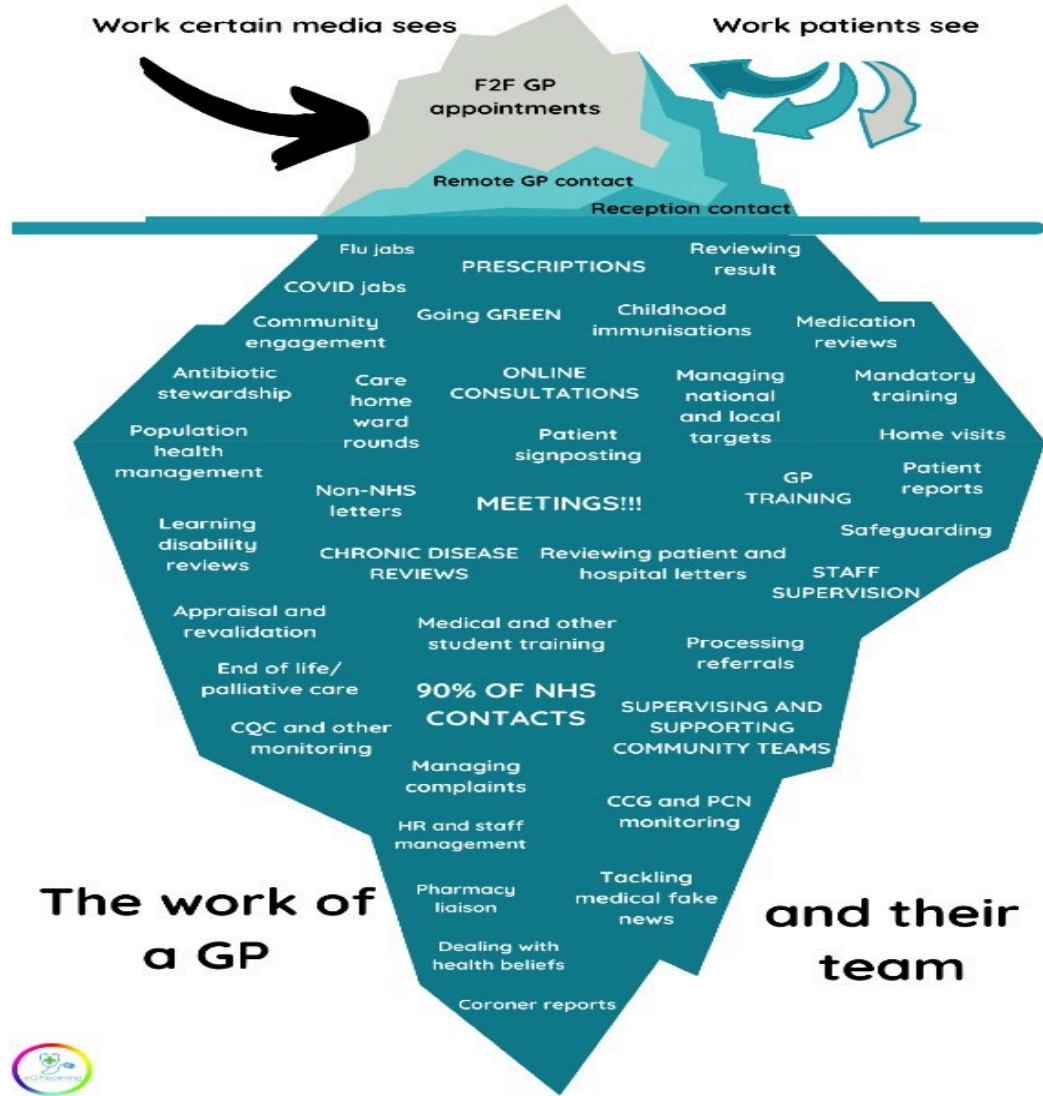
Appointments



	2019	2020	2021	2022	2023
Total appointments	46,360	45,688	46,425	52,641	57,932
Appt per patient	5.3	5.3	5.3	6.0	6.7

■ Total appointments — Appt per patient

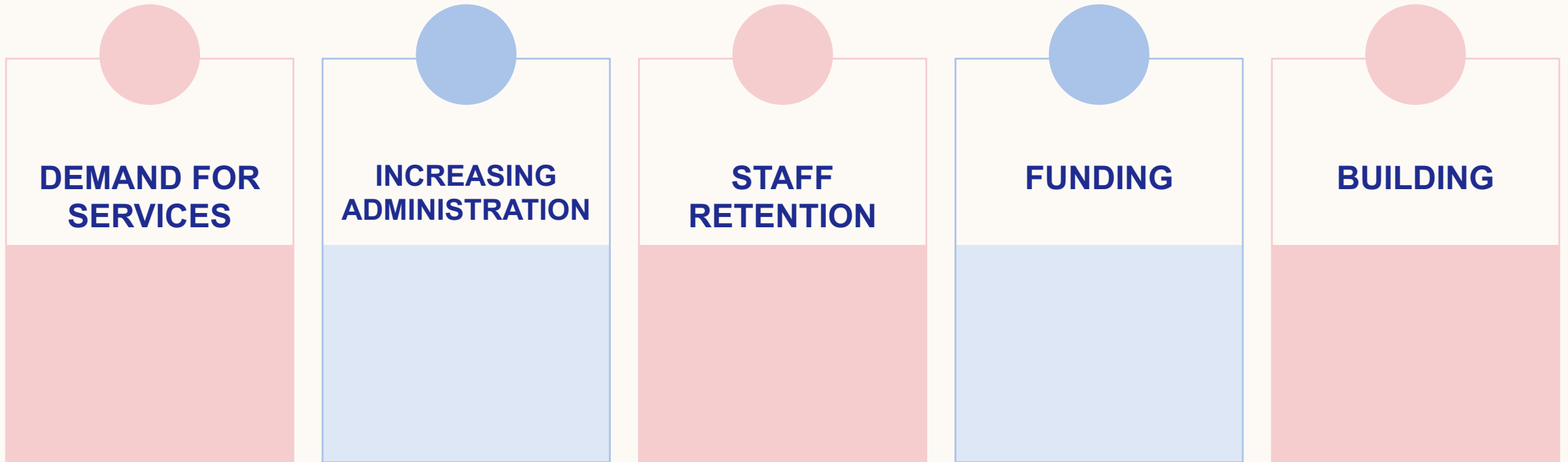
General Practice



ADMINISTRATION

Prescriptions Issued	350 – 400 per day
Items dispensed	850 per day
Letters / emails received and processed	180 per day
Tasks	250 per day

CHALLENGES





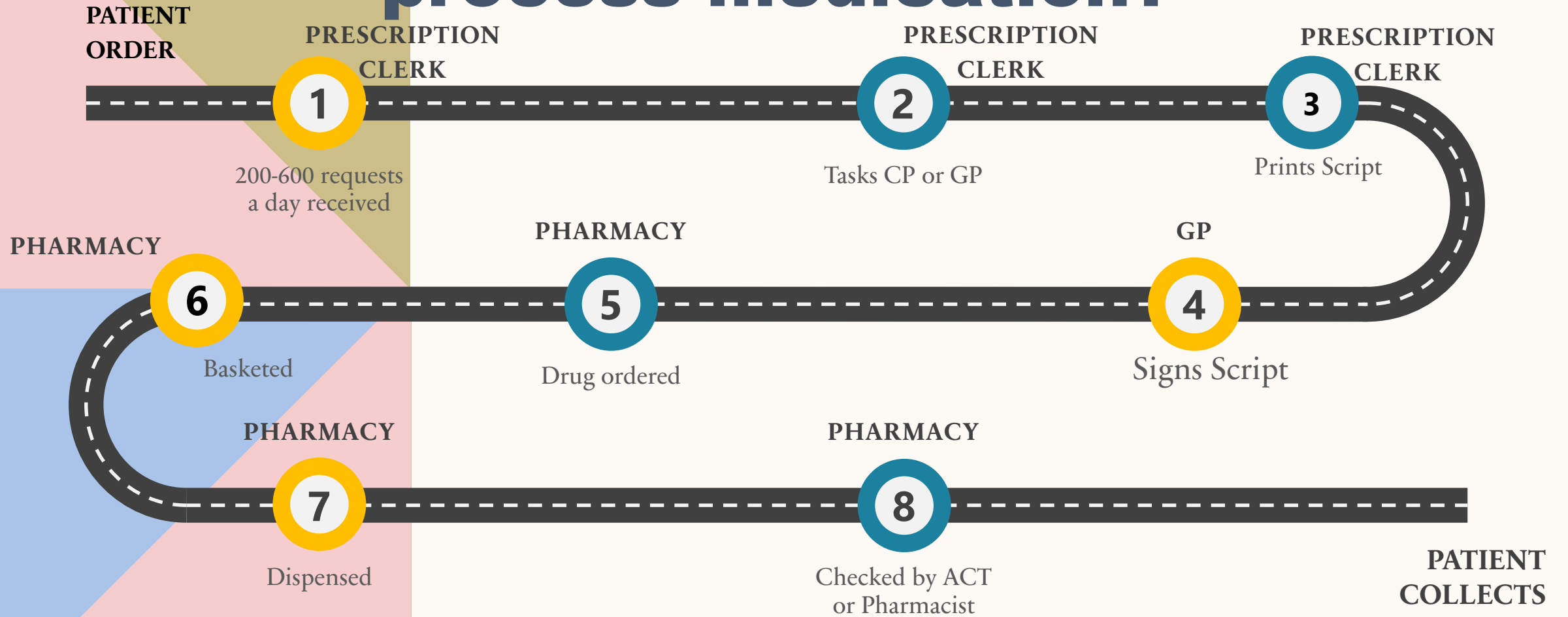
FAQ'S




**WHY DO I HAVE TO RING ON THE
DAY FOR AN APPOINTMENT?**

**WHY HAVE YOU STOPPED
OPENING APPOINTMENTS AT
12PM**

Why does it take 7 working days to process medication?



The background features a vertical line on the left side. To the left of this line, there are concentric white circles on a light green background. To the right of the line, there are four colored triangular shapes: a blue one at the top, a light green one below it, a pink one at the bottom left, and a red one at the bottom right.

WHY DON'T YOU HAVE ELECTRONIC PRESCRIBING SERVICE (EPS)



CQC
WHAT HAPPENED?

CQC

WHAT DID THEY FIND?

- Inconsistencies in medication monitoring.
- Fire safety inspection out of date
- Legionella testing not to a high enough standard
- Failings of documentation
- Staff training and clinical supervision inconsistent
- Back log of some admin tasks

WHAT HAVE WE DONE?

- Reflected on our leadership and service
- Improving staff training and clinical supervision
 - Monthly half day closing for staff development and training.
- Tightened recall processes and medication searches
- Undergone a further interim inspection and are preparing for a full inspection in the autumn

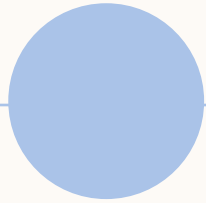
PATIENT PARTICIPATION GROUP

Expression of Interest to;

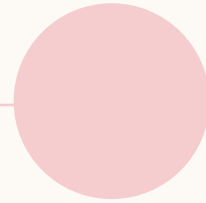
Email: Mattishalladmin.d82039@nhs.net

Website: www.mattishallsurgery.co.uk

THE FUTURE

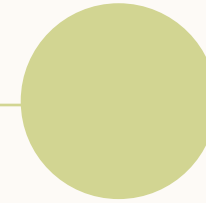


**CONTINUE TO PROVIDE
QUALITY CLINICAL CARE
TO OUR PRACTICE
POPULATION**



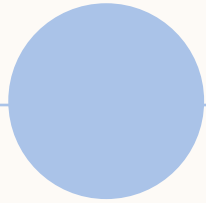
WE HOPE TO MOVE...

- INVESTING IN:
 - KIOSK
 - ROBOT

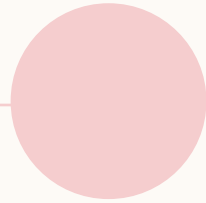


**CHANGES ARE GOING TO
OCCUR IN HEALTHCARE
OVER THE NEXT 5 - 10YRS**

WHAT CAN YOU DO TO HELP?

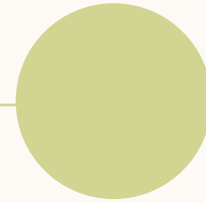


**TREAT OUR STAFF WITH
RESPECT**



ENGAGE WITH US

- JOIN THE PPG
- VOLUNTEER TO SEE STUDENTS



WRITE TO YOUR MP

THANK YOU

